

WS. 03478A. 08. 0454



ORIGINAL

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT RECEIVED

Investigator: Trish Meeter

Phone: [REDACTED] 291 P Fax [REDACTED]

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2009 74941

Date: 1/27/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Mr & Mrs William **Last:** Paul

Account Name: Mr & Mrs William Paul

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Yuma

CBR:

State: AZ **Zip:** 85367

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

1/27
We are senior citizens who own a lot and a small casita on the property. We bring our RC down and stay for approximately 3 months each year. We feel that the rate increase that is proposed is seriously exorbitant and do not understand how it can be justified for anyone. It is particularly onerous for those of us who spend a short time here each year and are beyond the earning time in our life. There are many of us who are in this position and it will undoubtedly cause quite a few to need to sell their places and go elsewhere in the winter months. We feel that such a rate increase will be a severe detriment to the area.

Thank you for your consideration.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

1/27
Called customer and advised that the comments received would be place on file in Docket Control, become a part of the case and give the Commissioners and opportunity to view them before a decision is rendered.
End of Comments

Date Completed: 1/27/2009

Opinion No. 2009 - 74941

Arizona Corporation Commission
DOCKETED

JAN 29 2009

DOCKETED BY [Signature]

WS. 03478A. 08. 0454

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 74917

Date: 1/27/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Mike Last: Bowman

Account Name: Mike Bowman

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Yuma

CBR: [REDACTED]

State: AZ Zip: 85367

is: E-Mail

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following correspondence:

The company has enjoyed high personal profits, huge investments in private lands, businesses, low regulation enforcement, and a monopoly for several decades. The company has lowered property values with it improper and unethical business practices that create bad odors in neighborhoods. The company has provided water that did not meet minimum standards and without further treatment is undrinkable. The company has a history of unprofessional business practices involving customer concerns and quality issues. The company has shown no concern for employee safety that lead to deaths. The company has ripped off customers for decades and now has to come up to some sort or responsible and ethical standards. The company want to maintain its unprofessional, incompetent, illegal, unethical, and immoral business practices by gouging customers for past errors of judgment and management. It is beyond the time frame when scoundrels like the management of Far West Water and Sewer are held accountable for their high degree of fraud. In Yuma, you can fool most of the people most of the time. Now is the time for a responsible Sate government to step in and say STOP to at least of the fraudulent businesses and business practices in Yuma, Arizona. It is time for the control of Far West Water and Sewer to be publically owned.

Close the fraudulent and unprofessional operation down!

End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

I called customer to acknowledge receipt of his correspondence. Customer said that he will be interested in attending the Public Comment Meeting in the near future and maybe speak at that time. I told customer that I would enter his Opinion into the database for the record and that I would docket his Opinion so that the Commissioners would have an opportunity to read his concerns prior to rendering their decision. Customer thankful that the ACC called him back to discuss his concerns with him.

FILE CLOSED.

I emailed this OPINION to Trish Meeter @ ACC Phoenix Office to have this docketed towards Far West Water & Sewer, Inc. Docket No. WS-03478A-08-0454.

End of Comments

Date Completed: 1/27/2009

Opinion No. 2009 - 74917

WS. 03478A. 08. 0454

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 74986

Date: 1/27/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Barbara Last: Mulholland

Account Name: Barbara Mulholland

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Yuma

CBR:

State: AZ Zip: 85367

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

She received notice from Company about their rate increase under WS-03478A-08-0454. She is opposed to rate increase which is unfair and excessive.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I provided my name and advised I would have her comments noted as a permanent record in this matter and would be considered before a decision is rendered.

I e-mailed Trish Meeter @ ACC Phx Office to have this OPINION docketed under WS-03478A-08-0454 for Far West Water & Sewer. File closed.

End of Comments

Date Completed: 1/27/2009

Opinion No. 2009 - 74986

WS-03478A-08-0454

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 74846

Date: 1/23/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Fran Last: Carlton

Account Name: Fran Carlton

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Yuma

CBR: [REDACTED]

State: AZ Zip: 85367

is: E-Mail

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

(Docket # WS-03478A-08-0454)

Received the following correspondence:

My husband and I believe that this proposed rate increase of 214.8 percent is way out of line. They want us home owners to pay for their mistakes and losing the lawsuit they were involved in. For people like us who live on a very fixed income, the increase will make it very difficult for us. Therefore we would very much appreciate a thumbs down on this proposal.

Thank you

Duane and Fran Carlton
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

1/28-

I called customers this morning and left a voice mail message stating that the ACC is in receipt of their correspondence. I stated that their Opinion would be entered into our database for the record and that their Opinion would be docketed so that the Commissioners would be able to read their concerns prior to rendering their decision. I left both my toll free telephone number as well as my direct telephone number in case customers would like to call me regarding any other related issue/s. FILE CLOSED.

I emailed this OPINION to Trish Meeter @ ACC Phoenix Office to have this docketed towards Far West Water & Sewer, Inc. -- Docket No. WS-03478A-08-0454.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 1/28/2009

Opinion No. 2009 - 74846

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 75020

Date: 1/28/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Carol & Floyd **Last:** Petersen

Account Name: Carol & Floyd Petersen

Home: (000) 000-0000

Street: 00000000

Work:

City: Yuma

CBR: [REDACTED]

State: AZ **Zip:** 00000

is: E-Mail

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: Paul Petersen [mailto:[REDACTED]]
Sent: Friday, January 23, 2009 11:40 AM
To: Utilities Div - Mailbox
Subject: Docket #WS-03478A-08-0454

To Whom It May Concern:

Please deny the request to increase the sewer fees 214.8% over the next 3 years. The current rates we are paying @ \$21.75 per month are in line with the surrounding areas. A normal increase inline with inflation, etc, may be in order but doubling and tripling the rates to \$74.32 in 3 years is just crazy. How can we manage anything if these companies are not held accountable? Would we ever be allowed to run our personal finances this way?

Please deny the request. If it is approved; it will be an undue burden on the retirees who live on a fixed in come and social security.

Thank you
Carol & Floyd Petersen
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

I replied back to the consumer with the following @ [REDACTED]:

Dear Carol & Floyd Petersen,

I received your letter e-mail dated January 23, 2009, regarding the proposed rate increase application for Far West Water and Sewer Company ("Company"). I appreciate the time that you have taken to express your comments regarding this matter.

Your letter regarding the Company's rate case has been entered into our database and filed with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commissioners will consider your comments before a decision is rendered in the Company's application.

The concerns raised in letters received from customers will assist the Commission in the review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

You may call me toll free at 1-800-535-0148 if you have any questions regarding this matter.

Sincerely,
Reg Lopez
Public Utilities Consumer Analyst II
Utilities Division-Tucson Office

I e-mailed Carmen Madrid this OPINION to have it docketed towards Far West Water & Sewer rate case, docket # WS-03478A-08-0454. File closed.
End of Comments

Date Completed: 1/28/2009

Opinion No. 2009 - 75020
